REMARKS

Claims 1-7, 9-11, 13-25, and 27-31 are pending in the present application. By this amendment, claims 1-2, 11, and 30-31 are amended. Applicants respectfully request reconsideration of the present claims in view of the foregoing amendments and the following remarks.

I. Claim Objections

Claim 31 is objected to because the claim contains a misspelled word. Therefore, claim 31 is amended to recite "of" instead of "f".

II. Claim Rejections

Claim Rejections Under 35 U.S.C. §102

Claims 1-2, 5-7, 10-11, 13-25, and 27-31 are rejected under 35 U.S.C. 102(a) and (e) as being anticipated by United States Patent No. 5,920,846 to Storch et al. (hereinafter "Storch"). This rejection is respectfully traversed.

A. Claims 1-2, 5-7, 10, and 21-23 are allowable.

As amended, claim 1 recites that a method for eliminating an unnecessary dispatch of a service technician comprises receiving a service order generated from a service request sent by a source; determining whether the service order requires a dispatch of a service technician; if the service order requires a dispatch of a service technician, then generating a dispatch order for the dispatch and placing the dispatch order in a queue for execution; selecting a set of predefined criteria for determining whether the service order is likely to cause an unnecessary dispatch based on the source of the service request associated with the service order; after generating a dispatch order for the dispatch and placing the dispatch order in a queue for execution, then determining whether the service order meets the set of predefined criteria that indicates the service

order is likely to cause an unnecessary dispatch; if the service order meets the set of predefined criteria, then determining whether the dispatch is unnecessary; if the dispatch is unnecessary, then determining whether the dispatch of the service technician associated with the dispatch order in the queue is scheduled to occur within a predetermined time period; and if the dispatch is scheduled to occur within the predetermined time period, then placing the dispatch order in the queue on hold.

Storch does not to teach, suggest, or describe a method for eliminating an unnecessary dispatch of a service technician as recited in claim 1. On the contrary, Storch describes an integrated method for processing a service request for installation, maintenance, or repair by generating a service order from a service request from a customer; assigning an available due date and appointment time for installation of the service; and sending a Tier 1 distribution of a service order to a Work Force Administration/Dispatch Out (WFA/DO) system, which assigns a preliminary factor price indicating an estimated time to complete the order if technician dispatch is required based upon the class of service. Storch describes that the preliminary factor price is based on tables stored in the WFA/DO system indicative of the time required to install the determined type of service and the average number of service installations for that type of service that require technician dispatch. After needed facility assignments are assigned, Storch describes sending the service order to the WFA/DO system again during a Tier 2 distribution; examining, at the WFA/DO system, the service order; and determining a final time estimate for work to be performed by a technician to activate the requested service based on information associated with the class of service (e.g., business or residence), Universal Service Order Codes (USOCs), and Field Identifiers (FIDs). Storch describes that a final time estimate greater than zero indicates that dispatch of an outside technician is needed to complete the service request and that a final time estimate that equals zero indicates that no field work is needed to be performed by the outside technician.

This is not analogous to the method recited by claim 1 because Storch fails to teach, suggest, or describe selecting a set of predefined criteria for determining whether

the service order is likely to cause an unnecessary dispatch of a technician based on the source of the service request associated with the service order. Instead, Storch describes determining a final time estimate for work to be performed by a technician to activate the requested service based on information associated with the class of service (e.g., business or residence), USOCs, and FIDs, without suggesting selecting information associated with the class of service, USOCs, or FIDs to determine the final time estimate based on the source, or customer, that provided the service request.

For at least the reasons given above, claim 1 is allowable over Storch. Since claims 2, 5-7, 10, and 21-23 depend from claim 1 and recite additional features, Applicants respectfully submit that Storch does not anticipate or make obvious Applicants' claimed invention as embodied in claims 2, 5-7, 10, and 21-23 for at least these reasons. Accordingly, withdrawal of this rejection is respectfully requested.

B. Claims 11, 13-16, 24-25, and 27 are allowable.

As amended, claim 11 recites that a system for eliminating unnecessary dispatches comprises a service order control system operative to generate a service order based on one of the service requests from the source; a work management center operative to if the service order requires a dispatch, generate a dispatch order corresponding to the service order for the dispatch and place the dispatch order in a queue for execution; and a trap service order system operative to after the work management center places the dispatch order in a queue for execution, determine whether the service order requires a dispatch of a service technician; select a set of predefined criteria for determining whether the service order is likely to cause an unnecessary dispatch based on the source of the service request associated with the service order, if the service order requires a dispatch, determine whether the service order meets a set of predefined criteria that indicates the service order is likely to cause an unnecessary dispatch; if the service order meets the set of predefined criteria, then further examine the service order to determine whether the dispatch is unnecessary; if the dispatch is unnecessary, then determine whether the dispatch of a service technician associated with the dispatch order

in the queue is scheduled to occur within a predetermined time period; and if the dispatch is scheduled to occur within the predetermined time period, then communicate with the work management center to place the dispatch order on hold.

Storch does not teach, suggest, or describe a system for eliminating unnecessary dispatches as recited by claim 11. In contrast, Storch describes a system for processing a service order including a WFA/DO system, a DUDAS, a SORD system, and a computer order entry system. Storch describes that the computer order entry system generates a service order from a service request from a customer and assigns an available due date and appointment time for installation of the service. During a Tier 1 distribution of the service order, Storch describes that the WFA/DO system assigns the service order a preliminary factor price indicating an estimated time to complete the order if technician dispatch is required. Storch describes that the preliminary factor price is based on tables stored in the WFA/DO system indicative of the time required to install the determined type of service and the average number of service installations for that type of service that require technician dispatch. After needed facility assignments are assigned, Storch describes that the WFA/DO system is again sent the service order during a Tier 2 distribution to determine a final time estimate for work to be performed by a technician to activate the requested service. Storch describes that the final time estimate is based on information associated with the class of service (e.g., business or residence), USOCs, and FIDs. Storch describes that a final time estimate greater than zero indicates that dispatch of an outside technician is needed to complete the service request and that a final time estimate that equals zero indicates that no field work is needed to be performed by the outside technician.

This is not analogous to the system recited by claim 11 because Storch fails to teach, suggest, or describe that the WFA/DO system is operative to select a set of predefined criteria for determining whether the service order is likely to cause an unnecessary dispatch of a technician based on the source of the service request associated with the service order. Instead, Storch describes that the WFA/DO system determines a final time estimate for work to be performed by a technician to activate the requested

service based on information associated with the class of service (e.g., business or residence), USOCs, and FIDs, without suggesting that the WFA/DO system selects information associated with the class of service, USOCs, or FIDs to determine the final time estimate based on the source, or customer, that provided the service request.

For at least the reasons given above, claim 11 is allowable over Storch. Since claims 13-16, 24-25, and 27 depend from claim 11 and recite additional features, Applicants respectfully submit that Storch does not anticipate or make obvious Applicants' claimed invention as embodied in claims 13-16, 24-25, and 27 for at least these reasons. Accordingly, withdrawal of this rejection is respectfully requested.

C. Claim 17-20 and 28-29 are allowable.

Claim 17 recites that a method for eliminating an unnecessary dispatch of a service technician comprises receiving a service order including facilities assignments for the service order; after receiving the service order including facilities assignments for the service order, determining whether the service order requires a dispatch of a service technician; if the service order requires a dispatch of a service technician, then determining whether the service order meets a set of predefined criteria that indicates a likelihood of an unnecessary dispatch by examining selected sections of the service order; if the service order meets the set of predefined criteria, then determining whether the dispatch is unnecessary; and if the dispatch is unnecessary, then eliminating the dispatch by correcting the service order.

Storch does not teach, suggest, or describe a method for eliminating an unnecessary dispatch of a service technician as recited by claim 17. On the contrary, Storch describes an integrated method for processing a service request for installation, maintenance, or repair by generating a service order; assigning an available due date and appointment time for installation of the service; and sending a Tier 1 distribution of a service order to the WFA/DO system, which assigns a preliminary factor price indicating an estimated time to complete the order if technician dispatch is required based upon the class of service. Storch describes that Tier 1 distribution is the initial general transmission of information relating to the service order to all computer systems *before*

any facility assignments are performed. Thus, Storch describes assigning a preliminary factor price indicating an estimated time to complete the order *before* any facility assignments are performed. After needed facility assignments are assigned, the service order is again sent to the WFA/DO system during a Tier 2 distribution at which time the WFA/DO system examines the service order and determines a final time estimate for work to be performed by a technician to activate the requested service. Storch describes that a final time estimate greater than zero indicates that dispatch of an outside technician is needed to complete the service request, and a final time estimate that equals zero indicates that dispatch of an outside technician is unnecessary.

This is not analogous to the method recited by claim 17 because Storch fails to teach, suggest, or describe that the service order includes facility assignments before the available due date and appointment time for installation of the service are assigned or before the preliminary factor price for the service order is determined by the WFA/DO system during a Tier 1 distribution. Instead, Storch describes that facility assignments are made *after* the available due date and appointment time are assigned and after the preliminary factor price is assigned.

For at least the reasons given above, claim 17 is allowable over Storch. Since claims 18-20 and 28-29 depend from claim 17 and recite additional features, Applicants respectfully submit that Storch does not anticipate or make obvious Applicants' claimed invention as embodied in claims 18-20 and 28-29 for at least these reasons. Accordingly, withdrawal of this rejection is respectfully requested.

D. Claim 30 is allowable.

As amended, claim 30 recites that a method for eliminating an unnecessary dispatch of a service technician comprises receiving a service order at a work management center, wherein the service order is generated from a service request sent by a source; determining, at the work management center, whether the service order requires a dispatch of a service technician; if the service order requires a dispatch of a service technician, then generating a dispatch order corresponding to the service order for the

dispatch of the service technician and placing the dispatch in a queue for execution; after the dispatch order is placed in the queue, determining, at the trap service order system, whether the service order requires a dispatch of a service technician; selecting a set of predefined criteria for determining whether the service order is likely to cause an unnecessary dispatch based on the source of the service request associated with the service order; if the service order requires a dispatch of a service technician, then determining, at the trap service order system, whether the service order meets the set of predefined criteria that indicates a likelihood of an unnecessary dispatch by examining selected sections of the service order; if the service order meets the set of predefined criteria, then determining, at the trap service order system, whether the dispatch is unnecessary; if the dispatch is unnecessary, then determining, at the trap service order system, whether the dispatch of the service technician associated with the dispatch order is scheduled to occur within a predetermined time period; and if the dispatch is scheduled to occur within the predetermined time period, then placing the dispatch order in the queue on hold.

Storch does not to teach, suggest, or describe a method for eliminating an unnecessary dispatch of a service technician as recited in claim 30. On the contrary, as discussed above, Storch describes an integrated method for processing a service request for installation, maintenance, or repair by generating a service order from a service request from a customer; assigning an available due date and appointment time for installation of the service; and sending a Tier 1 distribution of a service order to a WFA/DO system, which assigns a preliminary factor price indicating an estimated time to complete the order if technician dispatch is required based upon the class of service. Storch describes that the preliminary factor price is based on tables stored in the WFA/DO system indicative of the time required to install the determined type of service and the average number of service installations for that type of service that require technician dispatch. After needed facility assignments are assigned, Storch describes sending the service order to the WFA/DO system again during a Tier 2 distribution; examining, at the WFA/DO system, the service order; and determining a final time

estimate for work to be performed by a technician to activate the requested service based on information associated with the class of service (e.g., business or residence), USOCs, and FIDs. Storch describes that a final time estimate greater than zero indicates that dispatch of an outside technician is needed to complete the service request and that a final time estimate that equals zero indicates that no field work is needed to be performed by the outside technician.

This is not analogous to the method recited by claim 30 because Storch fails to teach, suggest, or describe selecting a set of predefined criteria for determining whether the service order is likely to cause an unnecessary dispatch of a technician based on the source of the service request associated with the service order. Instead, Storch describes determining a final time estimate for work to be performed by a technician to activate the requested service based on information associated with the class of service (e.g., business or residence), USOCs, and FIDs, without suggesting selecting information associated with the class of service, USOCs, or FIDs to determine the final time estimate based on the source, or customer, that provided the service request.

For at least the reasons given above, claim 30 is allowable over Storch. Accordingly, withdrawal of this rejection is respectfully requested.

E. Claim 31 is allowable.

As amended, claim 31 recites that a system for eliminating unnecessary dispatches comprises a service order control system operative to receive service requests from a source and generate a service order based on one of the service requests from the source; a work management center operative to if the service order requires a dispatch of a service technician, then generate a dispatch order for the dispatch and place the dispatch order in a queue for execution; and the trap service order system operative to after the work management center places the dispatch order in the queue for execution, determine whether the service order requires a dispatch of a service technician, select a set of predefined criteria for determining whether the service order is likely to cause an unnecessary dispatch based on the source of the service request associated with the

service order, if the service order requires the dispatch of a service technician, then compare a service order type and information in a selected field of the service order with the set of predefined criteria that indicates the service order is likely to cause an unnecessary dispatch; if the service order type and information in the selected field of the service order meet the set of predefined criteria, then further examine the service order to determine whether the dispatch is unnecessary; if the dispatch is unnecessary, then determine whether the dispatch of a service technician associated with the dispatch order in the queue is scheduled to occur within a predetermined time period; and if the dispatch is scheduled to occur within the predetermined time period, then communicate with the work management center to place the dispatch order on hold.

Storch does not teach, suggest, or describe a system for eliminating unnecessary dispatches as recited by claim 31. In contrast, as discussed above, Storch describes a system for processing a service order including a WFA/DO system, a DUDAS, a SORD system, and a computer order entry system. Storch describes that the computer order entry system generates a service order from a service request from a customer and assigns an available due date and appointment time for installation of the service. During a Tier 1 distribution of the service order, Storch describes that the WFA/DO system assigns the service order a preliminary factor price indicating an estimated time to complete the order if technician dispatch is required. Storch describes that the preliminary factor price is based on tables stored in the WFA/DO system indicative of the time required to install the determined type of service and the average number of service installations for that type of service that require technician dispatch. After needed facility assignments are assigned, Storch describes that the WFA/DO system is again sent the service order during a Tier 2 distribution to determine a final time estimate for work to be performed by a technician to activate the requested service. Storch describes that the final time estimate is based on information associated with the class of service (e.g., business or residence), USOCs, and FIDs. Storch describes that a final time estimate greater than zero indicates that dispatch of an outside technician is needed to complete the service request and that a

final time estimate that equals zero indicates that no field work is needed to be performed by the outside technician.

This is not analogous to the system recited by claim 31 because Storch fails to teach, suggest, or describe that the WFA/DO system is operative to select a set of predefined criteria for determining whether the service order is likely to cause an unnecessary dispatch of a technician based on the source of the service request associated with the service order. Instead, Storch describes that the WFA/DO system determines a final time estimate for work to be performed by a technician to activate the requested service based on information associated with the class of service (e.g., business or residence), USOCs, and FIDs, without suggesting that the WFA/DO system selects information associated with the class of service, USOCs, or FIDs to determine the final time estimate based on the source, or customer, that provided the service request.

For at least the reasons given above, claim 31 is allowable over Storch. Accordingly, withdrawal of this rejection is respectfully requested.

Claim Rejections Under 35 U.S.C. §103

Claims 3-4 and 9 are rejected under 35 U.S.C. 103(a) as being unpatentable over Storch. This rejection is respectfully traversed.

For at least the reasons stated above, claim 1 is allowable over Storch. Since claims 3-4 and 9 depend from claim 1 and recite additional features, Applicants respectfully submit that Storch does not make obvious Applicants' claimed invention as embodied in claims 3-4 and 9 for at least these reasons. Accordingly, withdrawal of this rejection is respectfully requested.

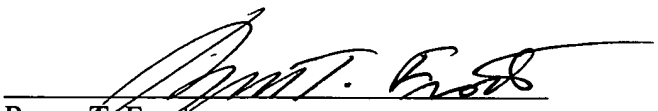
CONCLUSION

For at least these reasons, Applicants assert that the pending claims 1-7, 9-11, 13-25, and 27-31 are in condition for allowance. Applicants further assert that this response addresses each and every point of the Office Action, and respectfully request that the

Examiner pass this application with claims 1-7, 9-11, 13-25, and 27-31 to allowance. Should the Examiner have any questions, please contact Applicants' attorney at 404.954.5042.

Respectfully submitted,

MERCHANT & GOULD, LLC



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